
System initialization

Once the CMCC is installed and powered, the system begins initialization.

Verifying initialization

Are arrow indicators flashing?

If the indicators on the Administration Terminal do not flash, see “Troubleshooting the Administration Terminal” on page 164.

Do you see System coldstart ?

If display does not show System coldstart refer to “Memory Reset” on page 66. After performing a Memory Reset, the display shows System startup.

Did you install more Base Stations?

New installations may require a Base Station software update. The system will begin downloading the software to the Base Stations, if required.

Note: If you are upgrading an existing system or you have added Base Stations, you may see two Base Station software download messages on the Administration Terminal display.

The Administration Terminal display shows BS-1 Dload Start . Some Base Stations may not be powered up at the same time, and this message will repeat at the beginning of each download.

The Administration Terminal shows BS-1 Dload Done when all the Base Station software is downloaded. Some Base Stations may not be powered up at the same time, and this message may repeat.

Does the display show any of these messages?

If display shows	and the system is	then
UTAM code req'd	a new system	Proceed with programming as described on page 69.
	a previously initialized system	Reapply previous UTAM Activation Codes, Portable Credit Codes and any UTAM Recovery Codes. You will also require a new UTAM Recovery Code before the system can be brought online (see "Activating a disabled system" on page 140).
UTAM test failed		See Table 31 on page 171.

Memory Reset

Memory Reset reinitializes the system, erasing any existing system memory and resetting it to the factory default values.

ATTENTION!

Only the installer should perform Memory Reset.

Memory Reset erases all system data and clears all active calls. The registration information is part of the system data. If this data is erased, your portables will not work properly.

You must enter the Memory Reset code no later than 15 minutes after the Meridian Companion system has been powered up. If you enter the Memory Reset code at any time after the 15-minute interval, you hear an error tone, and the display shows Startup denied. If 15 minutes have elapsed since you

powered up the system, remove and reinsert the CMCC to prepare for Memory Reset.

Performing Memory Reset

1. Press *f* , then *••/* . The display shows Password: .
2. Enter the Installer password. The default password is , , , , .

If the password is correct, the display shows Erase all data? .

If the password is incorrect, the display shows Password: . Press RETRY and enter the password again.

ATTENTION!

Memory Reset will erase your system data!

Pressing Yes returns all the data in your system to the factory defaults. To exit with no impact on your system data, press ®.

3. Press YES to reset the memory. The display shows Defaults applied and system initialization begins.

Programming the Meridian Companion system

For the system to operate properly, you must:

- verify the presence of cards and Base Stations
- verify and, if necessary, reprogram the telephony data parameters
- program mobility data
 - program the Base Station radios that have an external antenna
- set the time and date
- set passwords

For information about using Companion Manager to program a Meridian Companion system, see the *Companion Manager Installation and Operations Guide*.

Before programming a Meridian Companion system, see “Verifying a Meridian Companion installation” on page 95 to verify the installation.

The Meridian Companion Programming and Provisioning Record

Record all programming in the *Meridian Companion Programming and Provisioning Record*. The *Meridian Companion Programming and Provisioning Record* is divided into two groups of information: system-wide programming and user-specific programming.

The Administration Terminal

The Meridian Companion system can be programmed using an Administration Terminal. The Administration Terminal has a two-line display and three types of buttons. You cannot make or receive calls on the Administration Terminal when connected to a Meridian Companion system. It is used only for system programming and maintenance.

Buttons

Administration Terminal buttons enable you to program and maintain the Meridian Companion system:

- **f** Press the Feature button to enter a programming session on the Administration Terminal.
- **®** Press the Release button to exit a programming session on the Administration Terminal.

Display buttons The Administration Terminal has three display buttons directly below the display. During feature operation or programming, these display buttons provide options relating to the top line of text on the display. Available options appear on the bottom line directly above the corresponding display button.

The options above the display buttons are indicated in this guide in a special underlined typeface (for example, OK). The other text in the display is shown in the special typeface but not underlined (for example, Password:).

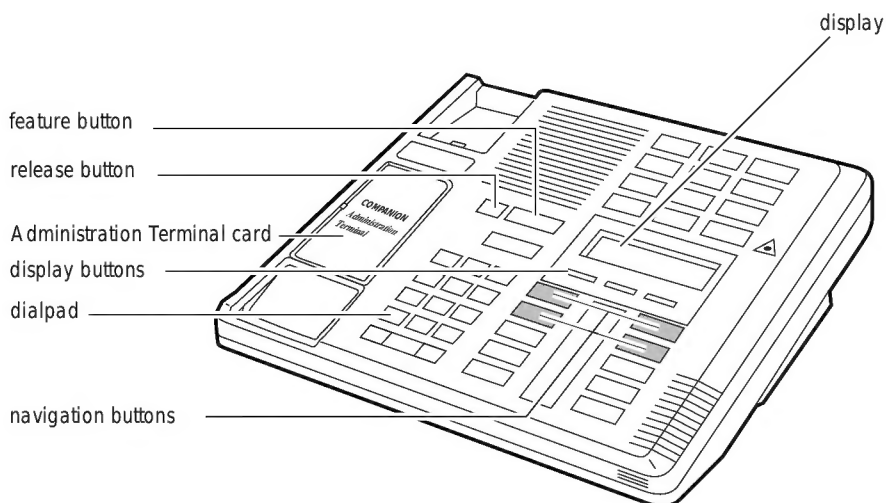
Dialpad buttons You use the Administration Terminal's dialpad buttons to enter feature codes and to select digits or letters when you need to enter a value on a display. You can enter letters as well as the digits represented on the dialpad buttons when programming some features (for example, System LID).

Navigation buttons The Administration Terminal has four navigation buttons directly below the display buttons. Use these buttons to search through programming options and settings. When a navigation button can be used, an arrow (ª or º) appears in the window beside it. The navigation buttons are arranged as follows:

up a level º	a º	^	down a level
back &	a º	*	next

If the navigation buttons on your Administration Terminal do not correspond to the above arrangement, remove the button caps and replace them on the correct buttons. The buttons below the navigation buttons are not used and have been disabled.

Figure 30: Administration Terminal



Operating the Administration Terminal

Adjusting the contrast

If you find the Administration Terminal display difficult to read, you can adjust its contrast.

Note: This feature will not work while you are in a Configuration, Maintenance, or Administration session.

1. Press $f \bullet \ddagger$. The display shows Contrast level followed by the current contrast level expressed as a digit.
2. Press a dialpad button between 1 and 9 to select a new contrast level or press DOWN or UP .
3. When the contrast level you want appears, press OK or $\textcircled{R}$.

Entering a Configuration programming session

1. Press $f \bullet \bullet$, .
2. Enter the Installer password. The default password is ,,, , (see “Changing passwords” on page 83).

If the password is correct, the display shows A. Configuration .

If the password is incorrect, the display shows Password: . Press RETRY and enter the password again.

By using the arrow keys, you can select a programming category and find the appropriate submenus for items you want to program.

Entering an Administration session

1. Press $f \bullet \bullet \bullet$. The display shows Password: .
2. Enter the Administration password. The default password is (see “Changing the Administration password” on page 85).

If the password is correct, the display shows 1. Registration .

If the password is incorrect, the display shows Password: . Press RETRY and enter the password again.

Note: You can also enter an Administration session using the Configuration password. Once you complete steps 1 and 2 in “Entering a Configuration programming session” on page 72, press * then ^ . The display shows

1. Registration .

Ending a programming session

To end Configuration programming or an Administration session, press ® . The display shows End of session .

Recording and reporting alarm messages

Alarm messages appear on the display of the Administration Terminal when the Meridian Companion system generates an alarm. Your Meridian Companion supplier can interpret these messages to detect problems affecting system operation. The Administration Terminal must be connected to port 00 on the Controller to receive alarm messages.

This is an example of an alarm message:

Alarm:	51-3
TIME	CLEAR

See Table 31 on page 171 for other alarm messages.

If an alarm message appears on the Administration Terminal's display

1. Record the alarm message in the *Meridian Companion Programming and Provisioning Record*.
2. Press TIME and record the time and date displayed.
3. Press CLEAR to clear the alarm.
4. Call the system support representative and report the alarm message.

Verifying card status

Before performing any programming, it is important to verify that all cards are present on the system at the expected location. Use the following procedure to search through all card slot addresses pertinent to the Meridian Companion cards installed on the system.

1. Press **f••**, and enter the Installer password.
2. From A.Configuration, press ***** until the display shows C.Maintenance .
3. Press **^** then ***** until the display shows 2. Card Status .
4. Press **^** . The display shows Show card .
5. You can enter a number or press **^** to see the first card. The display shows Cnn: followed by the card type: CMCC, CMRC, or CMLC.
6. Press STATE .
7. Press ***** to search through all slots, verifying that all cards are idle as described in “Card status” on page 120.
8. Follow diagnostic procedures as necessary.

Verifying Base Station status

Before performing any programming, it is important to verify that all Base Stations are present on the system at the expected location.

You can verify Base Station status by checking that every Base Station is connected to a CMCC or CMRC.

Note: If a Base Station is not connected to a CMCC or CMRC, the MDF wiring is incorrect, the Base Station connections are incorrect, the powering is off (check the RPI), or the Base Station is defective. Correct and repeat the process before continuing with system programming.

Verifying that a Base Station is associated with the specified TCM port

1. Press *f*••, and enter the Installer password.
2. From A. Configuration , press * until the display shows C. Maintenance .
3. Press ^ then * until the display shows
4. TCM status .
4. Press ^ . The display shows Show TCM: .
5. You can enter a TCM device number or press ^ to see the first TCM device.

The display shows T followed by the five-digit device port number and the device type: BS-1 (Base Station), RAD, or 7310 (M7310 Administration Terminal).

6. Press STATE . All BS-1s should be in the Maint state.
7. Search through TCM devices by pressing * . The display should reflect the maintenance state. If it does not, refer to “Troubleshooting a Base Station” on page 165.

Programming telephony data

Adjust telephony defaults only if instructed to do so by a product bulletin or other source of information. The following telephony values can be changed:

- Delay to dial
- B03 gain values
- Side tone
- CMCC slot

Delay to Dial

Delay to Dial is the time between the selection of an outgoing call line and transmission of the telephone number’s first digit. The delay ensures that dial tone is present before transmission. Delay ranges from 200 ms to 2000 ms, in 200 ms increments, with a default of 1000 ms.

Changing the Delay to Dial setting

1. Press **f••**, and enter the Installer password.
2. From A. Configuration , press **^** . The display shows 1. Telephony Data .
3. Press **^** . The display shows Dial delay: followed by the current delay value.
4. Press CHANGE to search through the options until the desired delay value appears.
5. Record the programmed Delay to Dial in *Meridian Companion Programming and Provisioning Record*.
6. Press **®** to exit or press ***** to continue setting telephony data.

B03 gain value modification

The Meridian Companion system contains digital interconnections that establish various digital signal paths within the system. There are currently five paths:

- PBX (Meridian 1) to CPP (Cordless Portable Part)
- CPP (Cordless Portable Part) to PBX (Meridian 1)
- PBX (Meridian 1) to RAD
- RAD to PBX (Meridian 1)
- TONE (DTMF signal generator) to PBX (Meridian 1)

Note: Refer to “List of terms” on page 189 for further explanation of terms.

By default, the gain associated with the paths upon installation is zero. Product bulletins or other special circumstances may require the installer to adjust the gain values.

Values are stored in increments of 0.1 dB, although they appear on the display without decimals. For example, a value of 4.7 dB is stored as 47. A positive value represents a gain; a negative value represents a loss. If a value outside the valid range is entered, the closest valid value is used.

Adjusting gain values

1. Press **f••**, and enter the Installer password.

2. From A. Configuration, press ^ . The display shows 1. Telephony Data .
3. Press ^ , then * until the display shows B03 Gain Values .
4. Press ^ . The display shows PBX - CPP: followed by the current value.
5. Press CHANGE to enter a new value.
6. Press +/- to indicate a negative or positive value.
7. Enter the digits. Remember that digits appear without decimal points. Press BKSP to make corrections. Press OK when you have entered the value.
8. Press * to search for the next signal path.
9. Press ® to exit or press * to continue setting programming features.

Portable telephone side tone

This option enables (you can hear your own voice when using the portable) or disables (you cannot hear your own voice when using the portable) the side tone. The default setting at installation is *on*. This is the proper setting for most installations. If it is required, you can change the setting by following this procedure:

1. Press *f*••, and enter the Installer password.
2. From A. Configuration , press ^ . The display shows 1. Telephony Data .
3. Press ^ then * until the display shows Side tone: .
4. Press CHANGE to switch between On (side tone enabled) and Off (side tone disabled).
5. Press ® to exit or press * to continue setting telephony data.

CMCC slot

CMCC slot allows you to verify, and if necessary, adjust the card slot address reported by the Meridian Companion system. Certain system configurations may require you to adjust the address (value) by applying an offset value. Contact your distributor if you require additional information about the system configuration. The display shows the address as cc xuu, where cc is the card slot address, x indicates the type of adjustment (positive, negative, or

unchanged), and uu is the offset value. If an adjustment is required, upon reset the offset is applied to each card slot address as the cards come online.

ATTENTION!

If the card slot address requires an adjustment and you do not make this adjustment, the WTN addresses will not be consistent with the M1 addresses.

Changing the CMCC slot address

1. Enter Configuration programming.
2. Press **^** . The display shows 1. Telephony Data .
3. Press **^** , then ***** until the display shows CMCC slot: followed by the slot address.
4. Press ***** to continue in telephony data if the card address is correct, or press **±** or **_** until the correct card slot address is displayed.
5. Press **APPLY** when the correct address is displayed. The display shows Warm Reset? .
6. Press **RESET** to save the new address and begin a warm reset.

Note: **CANCEL** does not save any of the changes and does not initiate a warm reset.

7. Repeat steps 1 to 4, after the warm reset, to verify the correct address has been applied. The offset value will also be displayed. This value may be important for troubleshooting purposes.

Programming mobility data

By default, the system has no radios assigned to any cells upon installation. Assignment occurs when the wireless system is activated. Up to eight radios can be assigned to a cell. A radio cannot be assigned to more than one cell, and reassigning a radio to a new cell automatically deletes the radio from its former cell.

Before activating the wireless system, you may have to program the antenna settings or the system logical identifier.

A five-digit number identifies each radio. The first four digits indicate the card and unit number (ccuu) associated with the Base Station. The last digit indicates the number of the radio on that Base Station, 1 or 2.

“Setting the antenna type for a radio” on page 79 applies to sites that are using one or more external antennas. “Setting the System Access Logical Identifier” on page 80 is optional and applies only to a small number of sites.

Setting the antenna type for a radio

You must tell the system when an external antenna is installed or removed. The default at system startup is internal antenna. Always record the current setting in *Meridian Companion Programming and Provisioning Record*.

1. Press **f**••, and enter the Installer password.
2. From A. Configuration, press **^**. The display shows 1. Telephony data .
3. Press *****. The display shows 2. Mobility Data .
4. Press **^** then ***** until the display shows Radios.
5. Press **^**. The display shows Radio credits .
6. Press *****. The display shows Show radio: .
7. Enter the five-digit number of the radio you wish to program. The display shows Cell Assignment .
8. Press *****. The display shows Antenna Type .
9. Press **^**. The display shows the radio number (ccuun) followed by either internal or external , depending on the current setting.
10. Press CHANGE to change to the other antenna type.
11. Record the antenna type programmed for the radio in *Meridian Companion Programming and Provisioning Record*.
12. Press ***** to change the setting of the next radio, or press **@** to exit.

Note: You need to run System Reevaluation, page 132, after changing antenna settings.

Setting the System Access Logical Identifier

The four-digit Logical Identifier (LID) lets the Meridian Companion system identify itself to portable telephones, and the portables use it to request service from the system. The LID must be a hexadecimal number (four characters composed of a combination of the digits 0 to 9 and the letters A to F) between 0500 and FFFE. The default is randomly generated by the system at startup. The LID generally should not be modified.

There are only two reasons to modify the LID:

- The site has multiple Meridian Companion systems, and you want users to be able to move from system to system without changing slots on their portable telephones. All systems must be set to the same LID.
- Two systems that are located near each other were accidentally assigned the same LID; users of one system can access the other system. (This highly unlikely situation could occur, for example, in an office building occupied by multiple organizations.)

WARNING!

Changing the LID disables all portables.

If you change the LID on an existing system that has registered portables, you will invalidate the registration of all the portables on the system. Portables must be reregistered before they can be used with the system, or the LID must be changed back to its previous value.

Only an installer should change the LID.

1. Press **f****, and enter the Installer password.
2. From A. Configuration, press **^**. The display shows 1. Telephony Data .
3. Press *****. The display shows 2. Mobility Data .
4. Press **^** then ***** until the display shows System LID: xxxx .
5. Press CHANGE to change the LID.
6. Enter the new system LID.

Note: To enter 1, 4, 5, 6, 7, 8, 9, 0, press the corresponding dialpad button. To enter A, B, C, D, E, F, 2, 3, press the dialpad button indicated in the following table until the desired character is displayed.

Character	Dialpad button	Press
A	⌘	once
B	⌘	twice
C	⌘	three times
2	⌘	four times
D	<	once
E	<	twice
F	<	three times
3	<	four times

7. When you have entered the desired character, press **-->** to move the cursor to the next character position.
8. Repeat steps 6 and 7 until four characters have been entered.
To correct a character, press **<--** or **-->** to move the cursor to that character, then repeat step 6.
9. Press **OK**. If the LID entered is valid, the display shows LID changed , then System LID: followed by the new System LID.
If the LID entered is not valid, the display shows LID not changed . Go back to step 5 and repeat the process.
10. Record the new LID in *Meridian Companion Programming and Provisioning Record*.
11. Press **@** to exit or press **%** to continue in Configuration programming.

Programming the system time and date

The Meridian Companion system maintains its own time and date rather than using the Meridian 1 time and date. It is important that the time and date be correct for event and alarm messages.

An idle Administration Terminal displays the current system time and date when it is functioning properly. Portable telephones do not display time and date.

Program the time and date as soon as the system is operating, and adjust the time and date whenever necessary. The time should be reset after the yearly switches to and from daylight savings time so that system messages have the correct time and date. It is also necessary to reprogram the time (and other settings) if the CMCC has been powered down for maintenance or for any other reason.

Programming the system time

1. Press **f** and enter the Administration password. The display shows 1. Registration .
2. Press ***** until the display shows 3. Time and Date .
3. Press **^** . The display shows Time and the current setting.
4. Press CHANGE . The display shows Hour: . If you do not want to change the hour, go to step 7.
5. Press CHANGE . The display shows Hour: .
6. Enter the hour in 12- or 24-hour format, as one or two digits. (The Administration Terminal displays the time in 12-hour format.)
7. Press ***** . The display shows Minutes: . If you do not want to change the minutes, press ***** twice to continue in the Administration session. To exit, press **®** .
8. Press CHANGE . The display shows Minutes: .
9. Enter the minutes as one or two digits.
10. Press ***** . If the hour entered was less than or equal to 12, the display indicates AM or PM . Press CHANGE to select AM or PM.
11. Press **®** to exit or press ***** to continue in Administration programming.

Programming the system date

1. Press *f*... and enter the Administration password. The display shows 1. Registration .
2. Press * until the display shows 3. Time and Date .
3. Press ^ . The display shows Time and the current setting.
4. Press * . The display shows Date and the current setting.
5. Press CHANGE . The display shows Year: . If you do not want to change the year, go to step 8.
6. Press CHANGE . The display shows Year: .
7. Enter the last two digits of the year.
8. Press * . The display shows Month: . If you do not want to change the month, go to step 11.
9. Press CHANGE . The display shows Month: .
10. Enter the month as one or two digits.
11. Press * . The display shows Day: . If you do not want to change the day, go to step 14.
12. Press CHANGE . The display shows Day: .
13. Enter the day of the month as one or two digits.
14. Press ® to exit or press * to continue in Administration programming,

Changing passwords

Changing the Installer password

To enter Configuration and Administration programming, Maintenance, and Memory Reset, you must use the Installer password. The default password is

,,,,. The Installer password must have at least one digit and no more than six digits.

ATTENTION!

You should change the Installer password after the system is installed to protect the integrity of the settings.

To prevent unauthorized access, provide the Installer password only to selected personnel.

ATTENTION!

Record your password.

Record any password changes in *Meridian Companion Programming and Provisioning Record*. If you forget the Installer password, you will not be able to enter Programming, Maintenance, Memory Reset, or System Startup.

1. Press **f••**, to enter Configuration programming.
The display shows Password: .
2. Enter the Installer password. The display shows A. Configuration.
3. Press **^** then ***** until the display shows
3. Admin. Set Data .
4. Press **^** . The display shows Installer pswd. .
5. Press **CHANGE** . The display shows New pswd: .
6. Enter a new one- to six-digit Installer password. Use **BKSP** to correct your entry if necessary.
7. Press **OK** . The display shows Re-enter: .
If you do not enter any digits and press **OK** , the display shows Pswd not changed .
8. Reenter the digits and press **OK** . The display shows Password changed.

If the display shows Pswd not changed, you did not enter the same password again. Go back to step 5.

9. Record the new Installer password in *Meridian Companion Programming and Provisioning Record*.
10. Press ® to exit or press * to continue in Configuration programming.

Changing the Administration password

The one- to six-digit Administration password gives a system administrator access to Administration programming. The default password is

ATTENTION!

You should change the Administration password after the system is installed to protect the integrity of the settings.

To prevent unauthorized access, provide the Administration password only to selected personnel.

1. Press f... . The display shows Password: .
2. Enter the Administration password. The display shows 1. Registration .
3. Press * until the display shows 4. Passwords .
4. Press ^ . The display shows Admin. password .
5. Press CHANGE . The display shows New pswd: .
6. Enter up to six digits for the new password. Use BKSP to correct your entry if required.



CAUTION!

If you leave the Administration password blank (by entering no digits in step 6), the password will be erased. If you erase the password, anyone can enter Administration programming without restriction. The display shows Password erased.

7. Press OK to confirm the new password. The display shows Re-enter: .
8. Reenter the new password and press OK . The display shows Password changed .

If the display shows Pswd not changed , you did not enter the same password again. Go back to step 5.
9. Record the new password in *Meridian Companion Programming and Provisioning Record*.
10. Press ® to exit or press * to continue in Administration programming.

Changing the Registration password

You must enter the Registration password on each portable to successfully register it with the Companion system. The default password is 123456 (or 12345678), but you should set your own password. You can choose any combination of one to six digits. You will find it easier to remember the password if the numbers correspond to a word.

ATTENTION!

You should change the Registration password after the system is installed to protect the integrity of the settings and to avoid adjacent systems from having the same password.

To prevent unauthorized access, provide the Registration password only to selected personnel.

1. Press f... . The display shows Password: .
2. Enter the Administration password. The display shows 1. Registration .
3. Press * until the display shows 4. Passwords .
4. Press ^ . The display shows Admin. password .
5. Press * . The display shows Reg. password .
6. Press CHANGE . The display shows New pswd: .

7. Enter a new one- to six-digit Registration password. Use BKSP to correct your entry if required.
8. Press OK . The display shows Re-enter: .
If you do not enter any digits and press OK , the display shows Pswd not changed .
9. Reenter the digits and press OK . The display shows Password changed .
If the display shows Pswd not changed , you did not enter the same password again. Go back to step 6.
10. Record the new Registration password in *Meridian Companion Programming and Provisioning Record*.
11. Press ® to exit or press * to continue in Administration programming.

Activating wireless communications

The Federal Communications Commission (FCC) has appointed UTAM Inc. as the body responsible for coordinating and verifying the installation or relocation of personal wireless communication devices operating between 1.92 GHz and 1.93 GHz. This allows UTAM Inc. to monitor and control the level of wireless activity within this band for a specified geographical location.

To comply with this requirement the Meridian Companion system uses codes and credits to control user capacity and to ensure system location verification.

Codes and credits

There are two types of codes associated with a new system activation. Each 24-digit code, which comes in three eight-digit parts, is unique to a Meridian Companion System Security Number (SSN).

Portable Credit Code

Portable Credit codes predefine the maximum number of portables that can be registered to the system. Systems can only register as many portables as there are available Portable Credits.

If you want to add portable telephones to a system later on, you will require additional portable credit codes.

UTAM Activation Code

The UTAM Activation Code activates wireless capability on a new system and in system upgrades involving Base Stations. The system software recognizes

Base Stations as Radio credits. If you increase the size of a system later on, you will require additional UTAM activation codes.

Accessing the Nortel IVR system

When calling in to the Nortel Customer Response Center (**1-800-321-2649**), be sure to have the Companion ID, System Security Number, customer site address, and zip code information on hand. See Table 14 on page 91 for IVR menu options and descriptions.

You require codes when initially installing wireless equipment or relocating wireless equipment.

Companion ID

The Companion ID is required to obtain activation codes and credits. This number is located on the packing slip and on the labels packaged with the software cartridge. You should record this number in the *Meridian Companion Programming and Provisioning Record*.

System Security Number

The System Security Number (SSN) is automatically generated by the Meridian Companion system when the system is first powered up. The SSN is a unique number to identify the system. For information on how to retrieve the SSN, see “Activating a new system” on page 92.

Table 14: Nortel IVR menu options

IVR menu option	select this menu option when...
1.New Install	you require a UTAM activation code and a portable credit code to bring a system on-line for the first time. Both UTAM activation codes and portable credit codes are generated at this time. Do not end the session until both codes are retrieved.
2.Upgrade	you require additional codes to increase the size of a system. You may require UTAM activation codes, portable credit codes, or both. Upgrade codes are not released until there is an approved purchase order.
3.Regression	the system's original SSN has changed. The regression code is used to change a new SSN back to the original. See "Entering codes for system replacement and recovery" on page 169.
4.Recovery	you require a recovery code as a result of a UTAM test failed . See "Activating a disabled system" on page 156.
5.Old Codes	you require a complete history of all codes that have been generated for a system.

Activating a new system

To activate wireless communication on the Meridian Companion system, you must first obtain and then enter a UTAM Activation Code and a Portable Credit Code.

1. Enter Configuration programming.
2. Press ^ . The display shows 1. Telephony Data .
3. Press & until the display shows 4. Software Codes .
4. Press ^ . The display shows SSN:nnnnnnnn . Record the SSN in the *Meridian Companion Programming and Provisioning Record*.
5. Call the Nortel Customer Response Center at **1-800-321-2649** to retrieve the codes.

Record the Portable Credit Code and the UTAM Activation Code on the “UTAM Activation and Portable Credit Codes” table in the *Meridian Companion Programming and Provisioning Record*.

6. Press * . The display shows Codes .
7. Press ^ . The display shows Code 1: . Enter the first 8 digit number of the portable credit code and press OK .
8. The display shows Code 2: . Enter the second code number and press OK .
9. The display shows Code 3: . Enter the third code number and press OK .
10. The display shows Codes . Press ^ .
11. The display shows Code 1: . Enter the first UTAM code and press OK .
12. The display shows Code 2: . Enter the second code number and press OK .
13. The display shows Code 3: . Enter the third code number and press OK .

14. The display shows Entry successful and then Codes . Press ® to exit. The system will now automatically start reevaluation and the display will show Re-Eval in prog. , Radios left:nnn , Re-Eval complete , System online , as the reevaluation runs its course. If the display shows something different, refer to Table 31 on page 171.

Note: If the UTAM Activation Code entry is unsuccessful, the display shows Invalid code. If this happens, reenter the code or call Nortel Customer Response Center at **1-800-321-2649** for assistance.

